

## **BELL ATLANTIC RESPONSE TO MA DTE KPMG EXCEPTION**

<b>Exception #:</b>	1
<b>Component:</b>	KPMG did not receive Daily Usage Feed (DUF) files from Bell Atlantic Massachusetts (BA-MA) in a manner consistent with BA-MA documentation.
<b>Domain:</b>	Billing
<b>Date Uncovered by KPMG:</b>	January 18, 2000
<b>Date BA Received:</b>	January 18, 2000
<b>Date BA Responded:</b>	January 25, 2000
<b>KPMG Summary Statement</b>	<b>KPMG's experience in receiving DUF files is inconsistent with Bell Atlantic's documented DUF delivery timeframes. Without the timely receipt of access DUF files, rating and billing to end user accounts cannot be performed.</b>
<b>BA Response:</b>	<p>It must be noted that the results experienced by KPMG during this period are not typical of the results achieved by the majority of our other customers. BA-MA's December DUF timeliness metric (reported monthly) was exceeded at 95.88% on time.</p> <p>The following documents the explanation for KPMG's less than satisfactory results.</p> <p>Once a customer notifies BA that it would like to receive their DUF's over NDM a formalized process is put in place. This process generally takes 2 months to complete. For the MA trial, KPMG requested receipt of their DUF over NDM on November 19, 1999. Data set naming conventions and node information were received from KPMG (specifically HP) on 12/3/99. The BA process to set up a CLEC for receipt of DUF's over NDM cannot begin until BA has received this information.</p> <p>As the KPMG field trials for Billing and Usage were to begin on 12/14/99, BA and KPMG mutually agreed that since the KPMG account was originally set up for tape (DUF cartridge), the DUF cartridge would be used for the timeliness measure. BA sent these cartridges to KPMG on time. It was also agreed that BA would transmit these files via NDM, when the process was completed.</p> <p>BA expedited the NDM process for KPMG. As previously agreed, BA manually transmitted 7 DUF files to KPMG on 12/22/99 upon completion of the NDM process. These were received by KPMG on that date. BA notified KPMG that NDM would mechanically deliver the remainder of the files.</p> <p>On 1/12/00 KPMG notified BA that they did not receive all DUF files. Upon investigation by BA it was discovered that a password was missing from the</p>

NDM JCL used to transmit to KPMG. This was attributed to human error during the NDM process. BA corrected this error and the remaining files were sent to KPMG on 1/14/00. These files were successfully received by KPMG.

All subsequent DUF's (after 1/14/00) have been sent successfully and on time.